

# Manager, Library Client Experience

HEP Level 8

<b>POSITION NUMBER</b>	954795
<b>ORGANISATIONAL UNIT</b>	University Library
<b>POSITION REPORTS TO</b>	University Librarian
<b>OVERALL PURPOSE</b>	The overall purpose of the Manager, Client Experience is to lead the strategic delivery of front-of-house library services and the optimisation of physical library spaces across all Victoria University campuses. As a member of the Library's leadership team, the role ensures consistent excellence in client service and engagement, aligning with the University's teaching, learning, and research priorities. The position drives continuous improvement, innovation, and responsiveness to community needs through both onsite and digital channels.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works across the University Library</li> <li>◆ works with all all student support services, colleges, student groups, staff and other key stakeholders, DCS in relation to Library spaces</li> <li>◆ supervises the team of Campus Coordinators and Librarians who provide front of house Library services and support Library spaces</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ CAVAL</li> <li>◆ CAUL</li> <li>◆ University partners using spaces and services</li> <li>◆ Colleagues involved in provision of client services and experience support at other institutions</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

## KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

## OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

## ORGANISATIONAL UNIT

The University Library is part of the Tertiary Education Portfolio which has overall responsibility for all of VU's University and TAFE programs, including oversight of higher education academic colleges and the VU First Year College and VU Block Model.

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead and manage client-facing library services across all campuses, ensuring consistent delivery of high-quality front-of-house support.
- ◆ Oversee the strategic planning and operational management of library spaces, including events, exhibitions, and service points.
- ◆ Design and manage the Library's Student Assistants program, including recruitment, training, and performance oversight.
- ◆ Develop and implement service models, procedures, and engagement strategies that reflect sector best practice and support VU's strategic goals.
- ◆ Build and maintain collaborative relationships with internal stakeholders to promote library engagement and responsiveness to academic needs.
- ◆ Provide data-driven insights and reporting to inform service improvements and strategic decision-making
- ◆ Contribute to the Library's leadership team to foster a culture of collaboration, innovation, and continuous improvement.
- ◆ Build and maintain collaborative relationships with internal stakeholders to promote library engagement and responsiveness to academic needs.
- ◆ Benchmark library services against sector standards and participate in external networks to inform continuous improvement.

## TYPICAL/MAJOR CHALLENGES

- ◆ Requires extensive experience and sector knowledge to design and deliver services aligned with the University's strategy and evolving trends.
- ◆ Operates within complex organisational structures, requiring integration of diverse policies and external requirements.
- ◆ Exercises significant judgement and initiative to evaluate and improve service delivery using data and stakeholder feedback.
- ◆ Engages in high-level communication and negotiation across diverse roles and levels within the University.

## LEVEL OF SUPERVISION

Operates under broad direction of the University Librarian and manages the Campus Library Coordinators and Librarian

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Demonstrate expertise in the planning and delivering client-facing library services in a tertiary education context.
- ◆ Strong understanding of the The VU Block Model, vocational education and research of their implications for library service provision.
- ◆ Knowledge of relevant federal and state legislation and policies affecting tertiary and vocational education.
- ◆ Sound understanding of University governance, operations and decision making processes, including quality assurance frameworks.
- ◆ Multi-sector perspective and awareness of key issues in both higher education and TAFE environments.

## KEY SELECTION CRITERIA

### Essential

1. Knowledge or Training equivalent to: Post graduate qualifications or progress towards postgraduate qualifications and extensive relevant experience, or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education.
2. Demonstrated leadership and management experience in client-facing services within a library or similar environment.
3. Demonstrated ability to lead teams, manage performance, and foster a collaborative and inclusive workplace culture.
4. Strong understanding of the University's strategic directions, structure, and decision making processes.

5. Demonstrated experience managing both digital and physical enquiry services and spaces.
6. Knowledge of emerging trends in libraries, customer service and ability to integrate this knowledge into a range of innovative solutions to improve practice .
7. Demonstrated analytical skills,, including the ability to prepare reports and recommendations based on data and research
8. Well demonstrated capacity to work on multiple projects simultaneously and deliver results determined by critical dates in an organisational environment.
9. Excellent interpersonal and communication skills (oral and written), influencing and negotiation skills, presentation and report writing skills.

**Desirable**

1. Eligibility for professional membership of ALIA
2. Experience coordinating events or exhibition

# Organisational Chart

